

Health Insurance Counseling and Advocacy (HICAP) Aggregate Report

Program: PSA 21 - Inland Agency

From: 07/01/2010 To: 06/30/2011

Public and Media Data Report

	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
Type of Activity					
Interactive Presentations to Public in Person					
Total Number of Events	43	40	21	7	111
Estimated Number of Attendees	1,270	975	672	162	3,079
Estimated Number of Persons Provided Enrollment Assistance	0	0	29	4	33
Booths or Exhibits at Fairs or Special Events					
Total Number of Events	8	0	3	9	20
Estimated Number of Attendees	730	0	257	805	1,792
Estimated Number of Persons Provided Enrollment Assistance	0	0	1	8	9
Mobile InfoVan Events					
Total Number of Events	0	1	0	0	1
Estimated Number of Attendees	0	30	0	0	30
Estimated Number of Persons Provided Enrollment Assistance	0	0	0	0	0
Dedicated Enrollment Events					
Total Number of Events	1	0	0	1	2
Estimated Number of Attendees	25	0	0	75	100
Estimated Number of Persons Received Any Enrollment Assistance	0	0	0	0	0
Enrollment Assistance with Medicare Programs(s)	0	0	0	0	0
Enrollment Assistance with Part D	0	0	0	0	0
Enrollment Assistance with LIS	0	0	0	0	0
Enrollment Assistance MSP	0	0	0	0	0
Enrollment Assistance with Other Medicare Program	0	0	0	0	0
Radio Shows Live or Taped (Not a Public Service Announcement)					
Total Number of Events	0	0	0	0	0
Estimated Number of Attendees	0	0	0	0	0
TV/Cable Shows Live or Taped (Not a Public Service Announcement)					
Total Number of Events	0	0	1	0	1
Estimated Number of Attendees	0	0	1,900	0	1,900
Other Electronic Events (Public Service Announcements (Radio/TV), Ads, Crawls, etc.)					
Total Number of Activities	0	0	0	0	0
Estimated Number of Persons Reached	0	0	0	0	0

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Other Print Activity (newspaper articles, fliers, phamplets, etc.)					
Total Number of Print Activities	0	0	0	0	0
Estimated Number of Targeted Persons Reached	0	0	0	0	0
Presenters					
HICAP Paid Staff					
Total Presenters	25	2	25	17	69
Total Hours for Length of Activities	69.06	28.35	61.10	32.10	190.61
HICAP In-Kind Paid Staff					
Total Presenters	0	0	0	0	0
Total Hours for Length of Activities	0.00	0.00	0.00	0.00	0.00
HICAP Volunteer Staff					
Total Presenters	0	2	0	1	3
Total Hours for Length of Activities	0.00	6.00	0.00	1.00	7.00
Other Presenters					
Total Presenters	0	0	4	0	4
Total Hours for Length of Activities	0.00	0.00	0.00	0.00	0.00
Area of Focus					
Dual Eligible with Mental Illness	25	44	26	2	16
Employer Termination - COBRA	1	0	5	10	6
General HICAP Information	0	0	5	1	131
Grievances / Appeals - Plan Issues	50	41	23	17	43
Long-Term Care / Insurance	14	27	2	0	1
Low Income Subsidy (LIS) / Application Assistance	0	0	0	1	128
Medicare (Parts A & B)	47	41	23	17	115
Medicare Advantage (Part C)	38	38	22	17	106
Medicare Fraud / Abuse	34	39	18	15	45
Medicare Prescription Drug Coverage (Part D)	12	23	8	2	112
Medigap / Medicare Supplements	35	37	23	17	42
Non-Medicare Fraud/Abuse	10	8	13	11	1
Other Topics / Issues (Health Specific)	1	0	0	0	19
	13	5	1	0	

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	Q1	Q2	Q3	Q4	
Partnership Recruitment	2	0	4	0	6
Preventive Care Benefits	16	35	22	10	83
QMB/SLMB/QI	48	36	22	17	123
Volunteer Recruitment	4	2	18	16	40
Targeted Audience					
African American	23	26	15	15	79
American Indian or Naitave Alaskan	4	7	2	15	28
Asian Indian	0	0	2	15	17
Caucasian	42	38	23	16	119
Chinese	0	0	1	14	15
Disabled	45	31	19	16	111
Dual Eligible Groups	5	0	15	15	35
Employer Related Groups	16	8	7	4	35
Family Member/Caregiver of Beneficiary	41	23	16	17	97
Filipino	0	0	2	15	17
Guamanian or Chamorro	0	0	1	15	16
Hispanic / Latino	46	28	15	16	105
Hmong	0	0	1	15	16
Japanese	0	0	1	15	16
Korean	0	0	1	15	16
Low Income	49	32	19	15	115
Medicare Beneficiaries	44	23	19	15	101
Medicare Pre-Enrollees	3	2	15	15	35
Mental Health	16	7	10	3	36
Mental Health Professionals	2	0	3	2	7
Native Hawaiian	0	0	1	15	16
Other	2	1	3	14	20
Other Asian	11	18	2	15	46
Other Pacific Islander	0	3	1	15	19
Partnership Outreach	2	0	5	5	12
Presentations to Groups in Language Other than English	28	11	2	0	41
Rural	13	10	5	16	44
Samoan	0	0	1	15	16
Socail Work Professionals	3	0	2	8	13
Some Other Race or Ethnicity	0	0	1	14	15
Vietnamese	0	0	1	15	16

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	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
Web Site Hits					
Total Web Hits to Local HICAP Web Site	0	0	0	0	0
Literature from Events					
General HICAP Brochure	2,173	1,080	918	567	4,738
"Taking Care of Tomorrow"	0	0	0	0	0
Other Publications (Created by or on Behalf of Local HICAP)	4,215	3,562	1,895	590	10,262
Other Literature					
Other Literature	0	0	0	0	0
Brochures from Quick Call	2	6	24	40	72

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Client Contacts & Demographics

	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
SECTION 1 - Client Contacts					
Total Clients Counseled (unduplicated)	785	1,348	791	1,161	4,085
Total Finalized Intakes	383	297	262	746	1,688
How did client learn about SHIP/HICAP?					
Agency (Social Security, Medi-Cal, etc.)	279	105	124	281	789
Aging into Medicare Postacd - CDA HICAP	0	0	2	34	36
CDA HICAP	1	9	0	31	41
CHA	0	0	0	1	1
CMS/Medicare	7	13	11	110	141
Friend/Relative	7	53	6	30	96
InfoVan	0	0	0	0	0
Internet	2	1	2	6	11
Mailings	0	0	7	35	42
Media	8	21	6	5	40
Other	31	24	12	59	126
Presentations	3	6	7	8	24
Previous Contacts	0	0	20	29	49
State Website	0	0	0	2	2
Missing/Not Collected	45	65	65	115	290
Mode of Client Contact					
Quick Call Contacts	585	1,795	1,018	1,302	4,700
Contacts by Telephone	259	42	110	519	930
Contacts In Person at home	0	2	0	1	3
Contacts In Person at site	152	258	159	224	793
Contacts by E-Mail	46	9	2	6	63
Contacts by Mail/Fax	0	0	19	21	40
Total Number of Client Contacts:	1,042	2,106	1,308	2,073	6,529
Contact Status Types					
General info	0	0	89	283	372
Detailed Assistance	1	7	151	431	590
Problem Solving/Resolution	0	0	25	55	80
Total Counseling Time Spent by Counselor Type					
Program Manager	1.00	0.00	0.00	1.10	2.10
Volunteer	141.05	260.35	158.50	381.30	941.20
Paid	39.38	6.49	24.54	180.28	250.69
In-Kind	0.00	0.00	0.00	0.00	0.00
SECTION 2 - Client Demographics					
Ethnicity					
(Hispanic/Latino)	10	23	10	36	79
Race					
African American/Black	7	7	1	1	16

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Client Contacts & Demographics

	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
American Indian/Alaskan Native	1	1	0	0	2
Caucasian/White	65	153	104	128	450
Native Hawaiian	0	0	0	0	0
Guamanian or Chamoro	0	0	0	0	0
Samoan	0	0	0	0	0
Asian Indian	2	0	1	0	3
Chinese	0	0	0	2	2
Filipino	1	1	3	0	5
Japanese	1	0	0	0	1
Hmong	0	0	0	0	0
Korean	0	0	0	0	0
Vietnamese	2	0	0	0	2
Other Pacific Islander	0	0	0	0	0
Other Asian	0	0	0	1	1
Two or More Race	1	2	1	0	4
Some Other race	4	1	0	3	8
Not Collected	299	132	152	611	1,194
Gender					
Female	208	117	144	406	875
Male	145	93	83	259	580
Not Collected	30	87	35	81	233
Monthly Income					
Less than 150% of FPL	53	37	40	136	266
Equal To/Greater than 150% of FPL	77	157	93	242	569
Not collected	253	103	129	368	853
Client Asset Limits					
Below LIS Asset limit	0	0	45	155	200
At or Above LIS Asset Limit	0	0	9	105	114
Not Collected	383	297	208	486	1,374

From: 07/01/2010 To: 06/30/2011

Client Contacts & Demographics

	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
Total Clients that Checked Yes as Being					
Veteran	15	30	5	14	64
Limited English Proficient (LEP)	11	1	7	6	25
Dual Eligible	55	18	35	108	216
Medicare Status Due to Disability	68	41	33	79	221
Dual Eligible due to Mental Disability	0	0	2	6	8
Applying/Receiving Social Security/Medicare Disability	0	0	21	83	104
Age					
Under 60	19	21	7	22	69
60-64	15	15	20	50	100
65-74	80	101	60	73	314
75-84	22	48	15	25	110
85+	12	17	9	6	44
Not Collected	235	95	151	570	1,051
Marital Status					
Married	60	113	55	65	293
Never Married	6	14	16	18	54
Separated	0	1	2	0	3
Divorced	19	30	16	20	85
Widowed	25	40	18	24	107
Domestic Partner	8	6	3	7	24
Not Collected	265	93	152	612	1,122
Estimated Financial Saving					
Clients with Financial Savings	15	24	12	41	92
Estimated Dollars Saved	\$64,047.45	\$30,175.00	\$35,034.60	\$83,181.80	\$212,438.85

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Topics/Needs Discussed					
	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
Medicare Parts A&B (Original Medicare)					
Enrollment/Eligibility/Screening	82	72	200	688	1,042
Benefit Comparisons/Explanation/Coverge Changes	98	88	181	504	871
Appeals/Grievances	1	1	1	10	13
Billings/Claims	22	4	11	34	71
Fraud/Abuse	2	0	0	7	9
Quality of Care	0	0	3	3	6
LTC/LTCI					
Enrollment/Eligibility Assistance	10	5	5	5	25
Billings/Claims	1	0	2	0	3
LTC Partnership	0	0	1	1	2
Appeal/Greivances	2	1	1	3	7
Fraud/Abuse	0	0	0	1	1
Other LTC	0	0	2	3	5
Medigap/Supplement/SELECT					
Enrollment/Eligibility/Screening	73	86	72	185	416
Benefit Explanation	74	94	70	166	404
Appeals/Grievances	1	0	2	1	4
Billings/Claims	4	0	5	6	15
Fraud/Abuse	0	0	0	3	3
Disenrollment/Coverage Changes	5	3	9	11	28
Quality of Care	0	0	0	0	0
Plan Comparison	0	0	51	99	150
Marketing/Sales Complaints/Issues	0	0	4	0	4
Plan Non Renewal	0	0	1	0	1
Medicare Advantage (e.g., MSA, HMO, PPO, Specialty Plans)					
Eligibility/Screening	96	146	117	379	738
Benefit Explanation	104	168	114	336	722
Appeals/Grievances	7	2	5	7	21
Billings/Claims	12	2	6	32	52
Fraud/Abuse	1	0	3	4	8
Coverage Changes/Disenrollment	17	45	19	35	116
Plan Non Renewal	2	1	0	1	4
Plan Comparison	0	0	88	160	248
Enrollment/Enrollment Asistance	0	0	63	80	143
Quality of Care	0	0	2	11	13
Marketing/Sales Complaints or Issues	0	0	2	1	3
Medi-Cal					
Medi-Cal Screening (SSI, Nursing Home)	8	1	32	122	163
Medi-Cal Application Assistance	0	0	15	39	54

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	Topics/Needs Discussed				
	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
MSP Screening (QMB, SLMB, Q-1)	52	16	74	277	419
MSP Application Assistance	0	0	26	90	116
Medi-Cal/QMB Claims	0	0	1	12	13
Fraud/Abuse	1	1	0	0	2
Other	76	20	15	25	136
Other					
Employer/Federal Health Benefits (FEHB)	22	19	26	63	130
Military Benefits	7	6	7	16	36
COBRA	7	4	3	7	21
Mental Health Topics	8	1	2	4	15
Fraud/Abuse	0	0	0	0	0
Other Health Insurance	0	0	4	12	16
Other	6	4	6	9	25
Part D - Medicare Prescription Drug Coverage					
Benefit Explanation	0	0	146	432	578
Eligibility/Screening	77	105	149	454	785
Plan Comparison	69	120	110	191	490
Enrollment/Anrollment Assistance	5	20	85	116	226
Billings/Claims	6	0	4	15	25
Coverage Changes	7	6	14	31	58
Re-enrollment	2	0	0	5	7
Disenrollment	0	1	1	5	7
TROOP	3	10	4	8	25
Other	25	2	7	15	49
LIS / Extra Help					
Eligibility / Screening	123	24	95	339	581
Benefit Explanation	0	0	80	217	297
Application Assistance	30	18	40	122	210
Claims/Billings	0	0	3	4	7
Appeals / Grievances	1	0	2	3	6
Other Prescription Drug CoveragePlans					
Union/employer	6	10	14	14	44
PPARx	2	0	1	10	13
Military Drug Benefit	0	0	6	8	14
Manufacturer Program	13	2	1	2	18
Other	6	0	6	7	19
Part D Plan Problems					
(Non-Compliance Services Unmet)					
Eligibility	1	0	1	15	17
Lag Time	1	0	0	5	6
Multiple Enrollment	0	0	0	3	3
Poor Training of Agents	0	0	0	0	0
Poor Training of CSR	0	0	0	1	1

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	Topics/Needs Discussed				TOTAL
	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	
	Q1	Q2	Q3	Q4	
Fraud/Abuse	0	0	0	0	0
Marketing Fraud/Abuse	0	0	0	0	0
Agent fraud/abuse	0	0	1	0	1
Formulary problems/changes	2	1	5	11	19
Dosage problem	0	0	0	3	3
Data problems	1	0	0	0	1
Delay in medications	4	0	4	8	16
Incorrect Co-Pay/Can't Afford Co-Pay	1	0	0	1	2
Client reached donut hole	20	3	0	10	33
SSA Premium withheld	0	0	0	11	11
Appeals/Grievances	0	0	0	1	1
Quality of Care	0	0	0	0	0
Plan Non Renewal	0	0	1	1	2
HICAP Legal Services					
Referrals to HICAP Legal	0	0	0	0	0
Legal Clients Served	0	0	0	0	0
Cases Opened	0	0	0	0	0
Cases Closed	0	0	0	0	0
Favorable Closed Case Results	0	0	0	0	0
Client Representation Hours	0	0	0	0	0
Consultation to Program Hours	0	0	0	0	0
HICAP Legal Clients that Saved	0	0	0	0	0
Estimated Financial Savings	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

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Complaints Filed

	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	
	Q1	Q2	Q3	Q4	TOTAL
Medicare Part D Complaints Filed					
CDI:	0	0	0	0	0
CMS:	0	0	0	0	0
Part D Plan:	0	0	0	1	1
SMP:	0	0	0	0	0
Urgent Fax:	0	0	0	0	0
800 Medicare:	0	0	0	0	0
Other:	8	0	3	10	21
TOTAL MEDICARE PART D COMPLAINTS	8	0	3	11	22

All Other Complaints

APS :	0	0	0	0	0
CDI:	0	0	0	0	0
CMS:	0	0	0	0	0
QIO:	0	0	0	0	0
SMP:	0	0	0	0	0
Other:	0	0	0	0	0
TOTAL ALL OTHER COMPLAINTS	0	0	0	0	0

800 Medicare Line Issues

Total number of Calls with Issues	7	1	4	5	17
Total duration of calls	1.18	0.00	0.39	0.56	2.13